

January 8, 2008

TO: Bruce Hardy, Service Director
FROM: Carmen Bremer, Computer Services Supervisor
RE: 2007 Annual Report

COMPUTER SERVICES DEPARTMENT RESPONSIBILITIES:

The Computer Services department is responsible for maintaining all hardware, software, and network access for the various City departments. This includes the HP3000 mainframe, email server, various application servers, firewalls, web server, VPN Server, GIS Server, Police Message Switch, and Building Security Server. On the software side, we not only assist the other departments in researching new software, we work along side with them on the final implementation, testing and training of all new software installed on the city's network of servers. Our staff then provides ongoing first line support to the city's departmental personnel for all software and hardware operating on the city's network. We are responsible for not only administering the 3rd party packaged software on the network, but also for backing up all data on a daily basis and performing periodic system software updates. Some city applications and reports are custom written and maintained by Computer Services staff as well. We also provide basic operational support for the office automation products such as word processing and spreadsheet packages. Hardware support includes the evaluation, purchase, installation, preventive maintenance, repair, and the inventory of supplies for the computer equipment throughout the City.

COMPUTER SERVICES DEPARTMENT STAFFING:

Staffing for the office consists of:

- Computer Services Supervisor (1983)
- Computer Programmer/Analyst (2007)
- Computer Network Specialist II (1984).

COMPUTER SERVICES DEPARTMENT APPLICATIONS & EQUIPMENT:

There are four application systems still operating on the city's Hewlett Packard 3000 series 928 computer and twenty-one applications on Windows network servers. The software modules are accessed by hardware located in 28 city department locations, and in three other agency locations: Hancock County Adult Probation, Hancock Regional Planning, and Hancock County Prosecutor. Three other agencies: Hancock County Public Defenders Office, Hancock County Sheriff Office, and the Ohio State Highway Patrol now access the Municipal Court records through the City of Findlay's website with additional capabilities through a logon and password. An inventory of user devices connected to the Hewlett Packard computer and the city's wide area network is depicted in Table A-1. The Microsoft Windows network servers are the central storage areas for departmental files. The city utilizes Ipswitch's Imail Collaboration Suite for its Email management software. The IPSwitch Email server also makes available shared calendars for an unlimited number of licensed users. These shared calendars are accessed via MS Outlook at the individual users' desktops. A NetScreen Firewall protects the city's network, as well as the city's web server from unauthorized outside access. The City of Findlay's web site server (www.ci.findlay.oh.us) delivers the city's departmental information via web pages to the Internet world. The Geographic Information System (GIS) stores and makes available the mapping layers to city offices. The Building Security server controls the locking and unlocking of doors in the Municipal Building. The BioKey PacketCluster Message Switch server controls the interfacing tools used for patrol car computer access through the Motorola Radio System, Ohio LEADS, and the Police dispatching system. All additional servers make up the

hardware necessary for the various departmental software applications which run in a Microsoft Windows Server environment. The network supports resource sharing, and provides fifteen remote offices with a wireless network connection for faster speeds to the network servers and the mainframe computer. The network also provides access to the Internet through a T1 connection managed by CentraComm Communications.

COMPUTER SERVICES DEPARTMENT ACTIVITIES FOR 2007:

A new web server was purchased and installed in January of 2007 in preparations for the new city web site. Then, early in the month of February, the City of Findlay's newly designed web site was launched and went live at www.ci.findlay.oh.us. Representatives from the city departments helped with the initial layout and design of the new site in conjunction with Aardvark. We were very pleased with the new design and hope the general public is finding it to be not only more eye appealing, but easier to navigate with plenty of helpful information available. We hope to continue to improve upon the contents of the web site and enhance its use for the citizens of Findlay.

A limited amount of maintenance programming was performed on the applications still residing on the Hewlett Packard mainframe system. Most of the changes dealt with additional reporting of data already collected or changes to existing reports because the requirements have changed. Considerable effort went into preparing conversion data from the Hewlett Packard applications for Water and Sewer Billing, in preparation for transitioning them to an application in the Windows environment. We also performed various updates to the third party software applications running on the network servers, network PCs and Police Department Laptops in the cruisers.

In May of 2007, the Computer Services Supervisor, Dennis Ellerbrock, retired with 28 ½ years of service to the City of Findlay. He will be greatly missed, along with the knowledge and experience that he brought to the city for so many years. Following his retirement, Mayor Iriti appointed the new Computer Services Supervisor as Carmen Bremer, who had previously served as programmer/analyst for the City of Findlay for the past 24 ½ years. A search and interview process then began for a new programmer/analyst. Brandon Steele, an Ohio Northern University Computer Science graduate, was hired as a result of that process.

In June of 2007, the Municipal Court went live with a new Pitney Bowes mail machine with which they were able to automate their certified mailer process so that they can receive their returns electronically from the USPS. This has greatly reduced the cost of postage for their certified mailers.

In August of 2007 the city's Email server was updated to a new version which included an enhanced user client interface module. The new client is much more user friendly and can be used by city employees to retrieve their work email from any computer with an internet connection.

Also in August, the Computer Services personnel had to deal with the aftermath of the flood damage to various city departments. Thankfully, most of the computers and printers were kept out of harms way, which greatly reduced the loss. However, several office relocations had to be coordinated as some of the buildings that were damaged were deemed a total loss. Computers had to be relocated and in some cases alternative network access methods had to be found. The actual downtime for the users affected was very minimal when it was all said and done.

In 2007, city personnel continued to work with a private consulting company contracted to rewrite the city's Utility Billing software into a Windows environment. Unfortunately, after nearly a year and a half, due to a severe lack of progress in the project, the city had no choice but to cancel the contract and pursue other directions. A great deal of time was then spent researching Water and Sewer Billing software. Many visits were paid to other area Utility Billing offices in hopes of becoming aware of ways to fine tune many of the processes in this office environment. At this point we are planning to view some software demonstrations and then make a decision whether to pursue the purchase of 3rd party software or design and write the new windows application in house with city personnel. The city is in the beginning stages of setting up the process to accept credit cards payments for utility bills online or via telephone. The credit card payments will be processed through Official Payments and will cost the individual a small convenience fee. The city is also

moving forward with a new Automated Meter Reading System in 2008, and this system will need to be integrated with the new Water and Sewer Billing software.

A Civil judgment interest payment calculator application was developed in house by the Computer Services programmer/analyst as an aid to the civil clerks in Municipal Court. This former manual process has now been automated for them and adds to their productivity.

The city's old Airport Invoice System was re-written and changed from an Access database to an SQL database by the city's programmer/analyst. During the last two months of 2007, the Airport personnel ran in parallel mode. As soon as they feel comfortable with the new system in 2008 we will make the permanent switch to the new system.

During the year 2007, the city gradually standardized on using Microsoft Outlook for all PC desktops as the email/calendar client. This was necessary to bring some commonality to the desktops for support purposes. This also allows for one master city address book format to be maintained for importing periodically. The master address book is maintained by Computer Services with updates being made as changes are made to the city's email accounts. Users are reminded to re-import their master city address book on a regular basis to get the latest updates.

Starting in October of 2007, the city began converting some of the forms posted on the city's web pages into forms allowing direct entry of information. This will allow citizens to type their information into the form before printing it and bringing it to the appropriate city department. This should be a big help to the clerks as they will have a typed form rather than a hand written form to do data entry from.

A process was created for the Income Tax Department to allow them to scan various tax forms and link the images to the taxpayer accounts within their application database. This will allow them to view the attached forms without having to pull the hard copy from the file cabinet, which can be a big time saver.

Municipal Court and Computer Services personnel began to research various document imaging systems. This had been discussed in the past, but with the water damage of so many of Municipal Court's records in the basement during the 2007 flood, the importance of this solution has been brought to light. The court's damaged documents were freeze dried and returned late in the year. They have now decided to pursue the DocWorker imaging solution and Computer Services has begun the process of getting server quotes so that we can proceed early in 2008 with this project. As a follow up to this project, we will also be assisting the Municipal Court with the implementation of a new digital recording system in the court rooms, as their old equipment is reaching the end of its life.

The city also obtained the necessary equipment, at the judge's request, to allow them secure remote access to create motions and/or orders from outside of their office. This process will greatly reduce the need for them to make a trip back to the office late in the evening or on weekends in the future. The judges will be trained early in 2008 so they can begin taking advantage of this functionality.

Maintenance to the 365 plus pieces of hardware was performed as needed. This included cleaning, repairs, replacement, or retirement of pieces or whole machines. Items that were not worth fixing, upgrading, or no longer used were placed on the City auction.

All remaining Breezecom wireless networking devices were replaced with Motorola Canopy Subscriber units and Access Points at our remote city department locations. The Motorola units are providing our remote users with a faster and clearer signal.

COMPUTER SERVICES DEPARTMENT USAGE 2007:

We calculate how much money should be charged against a department based on the percent their department used of the total services and resources made available by the Computer Services department. The total of the Computer Services projected budget is multiplied by that percent, providing the amount to be charged in that

particular department's budget. The items considered in services and resources are: equipment, application use, internet access, programming, and project time that will be spent on project work in a particular department. You can find a departmental break down listed in Table A-1.

COMPUTER SERVICES DEPARTMENT OBJECTIVES FOR 2008:

MUNIS Work Orders & Fleet Management modules are planned to GO-LIVE in 2008. The actual GO-LIVE date will depend on how soon MUNIS can coordinate training and implementation of these modules for the city. Our historical vehicle maintenance and fuel transaction history will need to be converted as part of this process. These functions currently are still running on the HP3000 mainframe. All department clerks will be trained on the vehicle/inventory maintenance entry. One clerk will need to be assigned the task of importing the Keneco and Speedway fuel transaction files on a monthly and weekly basis. We also hope to be able to use the work order system for central stores and personnel charge backs, which are still being processed on the HP3000 as well. After the work orders are up and running in all city departments, we will move forward with the web based Citizen Self Service module from Munis which will allow citizens to report complaints directly through the web, eliminating the need for a phone call. Our goal is to be able to bring up this functionality in 2009 after we have purchased and installed a new Munis server.

MUNIS Payroll & Personnel time scheduling still does not seem to meet the needs for the Fire & Police departments time-keeping records, which means this will need to be addressed in some other way if Munis does not make any enhancements to this module. Currently, the HP3000 is still being used to maintain these schedule records and print the bi-weekly time cards for the Police and Fire departments. A different solution needs to be identified within the coming year.

The Municipal Court is moving forward with the acquisition of Document Imaging and Digital recording software. A new server will need to be purchased and the software installation and training will be conducted in conjunction with Computer Services personnel. Once the document imaging is up and running well for Municipal Court, we will then consider deploying this functionality to other city departments that could benefit from document imaging.

The Police and Fire Departments would like to continue to pursue a cost effective means of achieving wireless access in their vehicles' laptops back to the city's network. We are investigating a secure VPN access option presently that could be used with a Verizon wireless connection in the laptops. This capability would be a major advantage for the Police cruisers to have access to their live records database and allow for direct report entry. This would eliminate the need to return to the station to download their report to the network server and get a fresh upload of the master database. This transfer process alone takes approximately 20 minutes. Not only could the loss of this time be eliminated, but the need to return to the station to finish their reports would also be eliminated in many cases.

The Police and Fire Departments would also like to look into other mapping software options that would interface with either BioKey or Emergitech, software that is already being used by the city. We will try to help coordinate this effort and arrange for demos for the departments to see what is available.

We will be installing laptops in 6 of the Fire department vehicles with city maps and their First Look Pro software, which is used to maintain their preplans for businesses around the city. We hope to have these installed and running early in 2008.

We have hopes of selecting and then going live with new Utility Billing software sometime in 2008, providing a 3rd party package can be found to meet the department's needs. A few software demos are scheduled for early in 2008. Then a decision will have to be made as to whether to purchase a product or have the city's personnel design and write the application custom in house. If a 3rd party package can be found to meet the needs of the Utility Billing side, then there may still be a need for some smaller in-house custom applications for Water Distribution records and Backflow Device records which could interface to the Utility Billing database.

We have contracted with Ramaker & Associates, Inc. for their Cemetery Information Management System. This project includes the licensed software, the mapping and rectifying by Ramaker. The maps have all been drawn and the tedious task of identifying and numbering all of the graves within each section and block continues to make progress. We hope to have this system up and running live by the end of 2008.

We have budgeted this year to install a UPS unit for every PC in the Municipal Building that does not currently have one. This will provide an uninterrupted power supply for the office desktops when unforeseen power outages occur. It seems that these power outages are the cause of many equipment problems, especially with monitors. It will be well worth the investment if we can prevent some of these equipment failures in the future.

Computer Services personnel will continue to pursue training in areas that can be of greatest benefit to the management of the city's network. We will be looking specifically for training on Websense Web Security, Windows 2003/2008 Server, ASP.NET programming environment, and Visual Studio 2008. As Microsoft has seminars available to highlight up and coming products, we will try to take advantage of them as well.

We will continue to support all of the existing applications running on the city's network. Maintenance programming and user help support for the various application systems will consume much of our time. We will make ourselves available to discuss and analyze the technical needs of the various city departments. We will strive to become more efficient and cost effective through the use of computers and technology advancement within the city's network environment.

COMPUTER SERVICES DEPARTMENT TABLES FOR 2008:

TABLE A-1 – Computer Usage by Department:

DEPARTMENT	Computers	Printers	Applications	Internet	Proj Hrs	Proj Pts	Prog. Units	Usage %	Budget Amt
Airport	2	1	7	2	22.86	4.57	5.0	1.36%	4848
Auditor	6	2	8	5	262.86	52.57	15.0	5.59%	19904
City Council	1	1	6	1	22.86	4.57	0.0	0.86%	3050
Civil Service	1	1	6	1	22.86	4.57	0.0	0.86%	3050
Computer Service *	16	2	7	15	22.86	0.00	0.0	2.52%	
Dispatch	11	3	9	5	22.86	4.57	10.0	2.69%	9567
Engineering	15	7	8	12	22.86	4.57	5.0	3.25%	11590
Fire	15	7	9	13	122.86	24.57	5.0	4.64%	16534
Health	12	7	8	10	102.86	20.57	5.0	3.95%	14062
HRPC	8	2	6	8	22.86	4.57	0.0	1.80%	6421
Income Tax	7	3	9	6	22.86	4.57	5.0	2.18%	7769
Law Director	13	1	6	13	22.86	4.57	0.0	2.37%	8443
Mayor	3	3	6	3	22.86	4.57	0.0	1.24%	4398
Muni Court	29	16	8	22	142.86	28.57	5.0	6.85%	24399
NEAT	5	1	10	2	22.86	4.57	5.0	1.74%	6196
Police	71	15	10	70	142.86	28.57	10.0	12.91%	45973
PW - Cemetery	1	1	7	1	142.86	28.57	5.0	2.75%	9792
PW - Streets	7	6	7	7	22.86	4.57	0.0	1.99%	7095
PW - Traffic Lights	1	1	6	1	22.86	4.57	0.0	0.86%	3050
Recreation/CUBE	6	4	7	6	22.86	4.57	0.0	1.74%	6196
Safety/Admin Dir	1	1	8	1	22.86	4.57	0.0	0.98%	3499
Service Director	3	2	8	3	22.86	4.57	0.0	1.30%	4623
Treasurer	1		5	1	22.86	4.57	0.0	0.73%	2601
Water Billing	7	2	8	5	2022.86	404.57	5.0	27.24%	96985
Water Dist.	7	2	8	1	272.86	54.57	5.0	4.90%	17432
Water Treatment	7	5	7	5	22.86	4.57	5.0	2.12%	7544
WPC/Sewer Maint	7	4	6	6	22.86	4.57	0.0	1.74%	6196
Zoning	2	1	7	2	22.86	4.57	5.0	1.36%	4848
TOTALS *	265	101	207	227	3670.08	729.44	95.0	102.52%	356065
							1624.4		

2008 Computer Services Budget Request

356,065

* Computer Services Usage is subtracted from totals before % is calculated for departments

Applications = 1 point for each application used by the department

Projects Points equals .20 points per man hour for these estimated projects:

300hrs Auditors, 2000hrs Utility Billing, 120hrs Cemetery, 100hrs Fire, 250hrs WDist, 80hrs

80hrs Health, 120hrs Muni Court, 120hrs Police

* 640 of the total Project Hours are shared equally by the 28 Departments

Programming Units to maintain their application = 5 points per application (some are split)

Usage % is calculated as: (Computers+Printers+Applications+ Internet+Programming Units) /

(The totals of columns B C D E G H - Computer Services amounts)

Applications:	Airport	Bldg. Security	Cemetery	Fire First Look Pro
	Department	Email	MUNIS Fixed Assets	Recreation EMS Lite
	Fire ETI	Income Tax	Muni Court CM2000	HRPC PracticeCS
	MUNIS Financial	MUNIS Permits	Parking AIMS	
	MUNIS Payroll	Police ETI	Water-Sewer Billing	
	Web Site	WebSense	Tree Inventory	

